



## ubu Driving Up Quality Self-Assessment and action plan 2022 - 2023 - West Yorkshire

Reference can be made to driving up quality code: Self-Assessment Guide found at [www.drivingupquality.org.uk](http://www.drivingupquality.org.uk)

### 1. Support is focused on the person

What works well?	What is not working well?
<ol style="list-style-type: none"><li>1. All our staff complete a service and person specific induction programme. These are completed for staff at every level.</li><li>2. 2-day care certificate attended by all staff in their first 2-week induction</li><li>3. Our This Is Me assessment is person led and carried out with involvement with families and outside agencies where applicable. By ensuring that they receive a self-directed review to map out what they would like to achieve over the next 12 months.</li><li>4. People we serve are always fully involved in the interviewing of potential new employees</li><li>5. Activity plans for people we serve are person led and outcome based</li><li>6. Technology ensuring people can join meetings from home</li><li>7. Staff employed on person specific criteria matching skills to the people we serve.</li></ol>	<ol style="list-style-type: none"><li>1. Forums for the people we serve need to be more consistent and everyone attending. A plan of the agenda for the coming year is now being organised.</li><li>2. Peer audits to be planned in and the feedback and analysis of the audit be fed back into the people we serve forums</li><li>3. The achievements are planned for people to work towards, but they need to be tracked more closely through support planning and link in with the persons daily/weekly 1:1 hours.</li><li>4. Rotas to be planned in advance to ensure a work life balance and ensure they meet the needs of the people we serve as well as staff.</li></ol>



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### 2. The person is supported to have an ordinary and meaningful life

What works well?	What is not working well?
<ol style="list-style-type: none"><li>1. In the past 5 years we have supported a number of people to move from long stay hospitals and institutionalised supported into their own flats at the heart of the community. Some of the people we serve are now starting to move into independent living without any support at all.</li><li>2. The areas that we focus on when assessing a person's needs and planning their achievements are positive contribution, economic wellbeing, choice and control, greater independence, education, and training and enjoying and achieving.</li><li>3. People are supported to take positive risks</li></ol>	<ol style="list-style-type: none"><li>1. People we serve do not have enough unpaid support and friends.</li><li>2. People we serve do not have enough resources available to meet new people for friendships/relationships.</li><li>3. There are not enough resources or support for people to explore their sexuality (LGBTQ2+)</li><li>4. Not enough diversity in the jobs that people seek.</li></ol>



## ubu Driving Up Quality Self-Assessment and action plan 2022 - 2023 - West Yorkshire

### 3. Care and support focus on people being happy and having a good quality of life

What works well?	What is not working well?
<ol style="list-style-type: none"><li>1. This is me is a strength-based assessment tool which is person led</li><li>2. Activity planners are outcome based</li><li>3. We have a dedicated learning and growing team that supports the operational team in ensuring that the competence and training of our teams is at the highest level. Ubu offer a range of classroom based and e-knowledge learning as well as diplomas. There is a focus on all mandatory and service specific training and the training is person led so the needs of each person prompts a training need in each service. Ubu have a focus on embedding this learning in terms of how it is applied, teaching and developing our workforce at every level.</li><li>4. We evidence and assess our staff competency in their role in a progressive and structured way periodically.</li><li>5. People we serve's capacity level in different areas of their life is intertwined in our This Is Me's so that informed choices can be made.</li></ol>	<ol style="list-style-type: none"><li>1. People we serve are lonely and have been isolated</li><li>2. People we serve are awaiting a diagnosis to be able to access funding</li></ol>



## ubu Driving Up Quality Self-Assessment and action plan 2022 - 2023 - West Yorkshire

### 4. A good culture is important to the organisation

What works well?	What is not working well?
<ol style="list-style-type: none"><li>1. The culture within ubu is focused on actively listening to people. Actively Listening to the people, we serve, their families, stakeholders and the agencies we work in partnership with. Along with ubu's values, mission, and vision this is an effective way of ensuring that the culture being cultivated within the organization is one of care, development and safety.</li><li>2. We have values-based recruitment which all managers are trained in which is effective when recruiting staff in the health and social care sector.</li></ol>	<ol style="list-style-type: none"><li>1. The Peer audits and person led audits need to be used as a focus for a teaching plan to further the development of people's lives based on accurate feedback and evidence.</li><li>2. Communication can become lost</li><li>3. Lack of people joining the sector restricts recruitment</li></ol>



## ubu Driving Up Quality Self-Assessment and action plan 2022 - 2023 - West Yorkshire

### 5. Managers and Board members lead and run the organisation well

What works well?	What is not working well?
<ol style="list-style-type: none"><li>1. Senior managers are matched to roles based on their skills and passions. Staff are encouraged to temporarily swap roles to help understand different pressures and viewpoints that their colleagues may have.</li><li>2. Senior managers 'touch the ground' regularly to ensure that they know what is going in the services and provide their support by being visible and available to the service manager and enabling teams. Senior managers visit and audit services regularly to provide support in the form of teaching and coaching to the service management teams.</li></ol>	<ol style="list-style-type: none"><li>1. Feedback from forums could be channeled to the senior team more effectively and in a timely fashion.</li><li>2. Communication systems to be continually developed and improved.</li></ol>



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### Action Plan

Key area and value	Action agreed	By	Who by and by when	Date completed
Support is focused on the person	<ul style="list-style-type: none"> <li>• We will guarantee that people we serve will have a consistent, informative forum every quarter which will include the analysis and feedback from the Peer Audits. We agree to ensure there is a quarterly –</li> <li>• Peoples Partnership Forum</li> <li>• Significant Friends meeting</li> <li>• Life Skills – 100% of all People We serve will be supported to achieve a life changing outcome.</li> <li>• We will ensure that all are know how to make a complaint and whom they can contact, ensuring that this</li> </ul>	The Regional Team and Service Managers	The regional team and the service manager team	



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	<p>is discussed within house meetings and forums such as 'our voice'.</p> <ul style="list-style-type: none"> <li>• Activity Planners are outcome based and work hand in hand with the person's 1:1 hours</li> </ul>			
The person is supported to have an ordinary and meaningful life	We will support each person we serve to re-establish or create additional opportunities for Retirement or employment.	Service Managers, Area and Regional Development Manager	The regional team and the service manager team	
Care and Support focuses on people being happy and having a good quality of life	Feedback will be obtained from the people we serve consistently and discussed with staff in supervision and team meetings.	Service Managers, Area and Regional Development Manager	The regional team and the service manager team	
A robust open and honest culture is important to the organization. The whole organization will celebrate the excellent work being done.	More of the People we serve will be quality checkers in order to deliver feedback on services through peer audits, surveys and feedback from house meetings.	Service Managers, Area and Regional Development Manager	The regional team and the service manager team	



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Managers and Board members lead and run the organisation well.	Ubu commit to listen to the people they serve and support them to build lives that have meaning for them and continue to lead high quality values led provision of enablement.	Lead team, Area, Regional and Service Managers	The regional team and the service manager team	
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